



OFFICE POLICIES

Financial Policies

Payment for all services and products is due in full at the time they are provided/purchased. Natural Elite Wellness does not accept or submit health insurance claims for payment. At this time, the state of Illinois does not offer licensure to Naturopathic Physicians therefore we are unable to diagnose or treat disease. Because of this, we are unable to submit any documentation to your insurance company. For your convenience we do accept cash, personal checks, Visa, and MasterCard. Returned checks will be charged a fee of \$25 and no further personal checks will be accepted.

Fees

Initial Office Visit:

(Please allow approximately 60-90min) \$250

Return Office Visit:

Short (30min) \$75

Extended (45min) \$105

Phone Consultations:

\$2/minute with a minimum charge of \$30 per consultation.

Phone Calls and Emails

We are happy to answer your phone calls and return emails for conversations that serve to **clarify** instructions, questions, and concerns. Any brief phone conversation or email is free of charge. Phone calls with Dr. Simona Ciobanu lasting 5 minutes or more will incur a fee as listed above. We encourage you to schedule an appointment if your needs are to discuss new concerns and new information is presented and/or required.

Cancellations

Kindly give **48 hours notice** to cancel an appointment. Cancellations without adequate notice or no-show appointments will be charged a missed appointment fee of \$75.

Return Policy

Once purchased, supplements cannot be returned.

Medical Records Policy

Written medical records will not be released without your written consent, unless required so by law. Copies of your medical records will be released to you or transferred to other physicians upon written consent. There may be a \$25 copying fee for this service.